

Information, Advice or Guidance (IAG)

Level 2 Certificate



Awarding Body:
TQUK

Course length:
12 Weeks

Mode of study:
Distance Learning
Online at home/
office

Details:

UK employers are often interested in candidates who can demonstrate an understanding of the importance of interacting appropriately with customers, clients and colleagues. By studying our level 2 Information, Advice or Guidance (IAG) course, learners will gain an in-depth understanding of the key areas associated with providing effective IAG

Units covered:

- ⇒ Information, advice or guidance in practice
- ⇒ Developing interaction skills for information, advice or guidance
- ⇒ Signposting and referral in information, advice or guidance
- ⇒ Information, advice or guidance in context
- ⇒ Skills for advice providers

Assessment:

Learners will complete a series of assessment questions throughout the course with feedback from the tutor/assessor. There will be regular submission dates for work. This is done via a professional learning platform, and you complete it at a time that suits you, with the support of an online tutor.

How to enrol:

Email us: ref@voncaprecruitment.co.uk

Phone us: 01803 422082

Visit our website: www.voncap.co.uk/distance-learning-courses

